



MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer  
Clerk of the Board of Supervisors  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

Chief Administrative Officer

At its meeting held October 12, 2004, the Board took the following action:

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The following statement was entered into the record for Supervisor Yaroslavsky:

“Last year the Board of Supervisors voted to support implementation of the 2-1-1 dialing system which would better coordinate and strengthen referral linkages of health and human services for the 10 million County residents. The 2-1-1 dialing code for health and human services information and referral services is scheduled to go live in Los Angeles County by July 2005.

“To prepare for the Countywide implementation of the 2-1-1 service, the Chief Administrative Officer and INFO LINE, the State designated 2-1-1 service provider for Los Angeles County, have been reviewing a business plan and budget for this new telephone service.

“The original intent of the INFO LINE contract was to enable the County to centralize and consolidate the numerous telephone information and referral services performed by various County departments involved in health and human services. Thus, the business plan review process should include an effort to ensure that all County-funded health and human service information and referral services are coordinated to the greatest extent possible. In addition, the business plan should provide for appropriate contributions to the 2-1-1 budget from all involved departments.

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"I therefore recommend that the Board instruct the Chief Administrative Officer to:

1. Conduct a comprehensive review of all County-funded information and referral services; and
2. Report back to the Board within 60 days with a list of all County information and referral programs across County departments and recommendations for the coordination between these programs and INFO LINE, the 2-1-1 service provider. The report shall include:
  - a. A review of departmental expenditures on information and referral programs and/or projects; and
  - b. Recommendations for each County department's contribution level towards the County's 2-1-1 system."

The following statement was entered into the record for Supervisor Knabe:

"One of Los Angeles County's partners in the delivery of services for young children and their families is First 5 LA, which funds a variety of child care, health, and educational programs as well as a warm line referral program. To ensure a comprehensive information base and seamless service delivery for Los Angeles County residents, it is important that these programs be integrated into the 2-1-1 information line.

"I therefore recommend that Supervisor Yaroslavsky's motion be amended to include First 5 LA in the review process to ensure inclusion of First 5 LA services into the 2-1-1 network of community resources, and to explore relevant funding opportunities that can be utilized for the 2-1-1 information line."

Therefore, on motion of Supervisor Yaroslavsky, seconded by Supervisor Molina, unanimously carried, the Board instructed the Chief Administrative Officer to take the following actions:

1. Conduct a comprehensive review of all County-funded information and referral services; and

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## 2 (Continued)

2. Report back to the Board within 60 days with a list of all County information and referral programs across County departments and recommendations for the coordination between these programs and INFO LINE, the 2-1-1 service provider. The report shall include:
  - a. A review of departmental expenditures on information and referral programs and/or projects;
  - b. Recommendations for each County department's contribution level towards the County's 2-1-1 system; and
3. Include First 5 LA in the review process to ensure their inclusion in the 2-1-1 network of community resources, and to explore relevant funding opportunities that can be utilized for the 2-1-1 information line.

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### Copies distributed:

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